

IMPORTANT PHONE NUMBERS

Nurses Stations

- Intensive Care Unit (ICU)770-751-2705
- Cardiac Care Unit (CCU)770-751-2704
- Neuro Trauma Unit770-751-2755

Waiting Areas

Courtesy phones are provided in each of the waiting areas for local and credit card calls. These phones may also receive incoming calls.

- Patient Information770-751-2501
- Hospital Switchboard770-751-2500



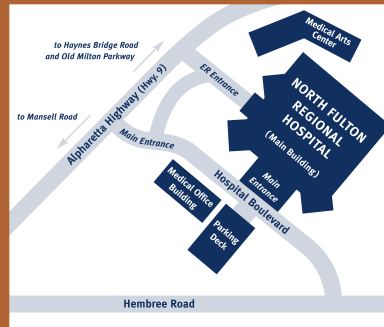
DIRECTIONS

From Atlanta and other Southern points:

North on Georgia 400 to exit 8 (Mansell Road). Left on Mansell Road approximately 1.5 miles to Alpharetta Highway (State Route 9). Right on Alpharetta Highway approximately 1.5 miles. The hospital is on the right. Turn right onto Hospital Boulevard, and park in the parking deck on the right.

From Forsyth County and other Northern points:

South on Georgia 400 to exit 10 (Old Milton Parkway). Right on Old Milton Parkway approximately 1 mile to Main Street (State Route 9). Left on Main Street approximately 1 mile. The hospital is on the left. Turn left onto Hospital Boulevard, and park in the parking deck on the right.



North Fulton Regional Hospital
3000 Hospital Boulevard
Roswell, Georgia 30076
(770) 751-2500
www.northfultonregional.com

Critical Care Services

INFORMATION FOR FAMILIES



North Fulton Regional Hospital



TO OUR FAMILIES:

North Fulton Regional
Hospital's Critical Care

Services are designed to promote the highest level of patient care by addressing individual patient needs. Critical Care is composed of three units with each unit accommodating a variety of critically ill patients. Each unit has the same capability to care for your loved ones regardless of their diagnosis or condition.

It is our goal to make the experience of being in the critical care area as comfortable as possible. For the convenience and privacy of our patients, we ask that there would be no visitation from 7:00 to 8:00, both in the morning and in the evening, while change of shift reports and bedside rounds are being made. Please note that adjustments to the policy may be made at the judgment of the nurse. This may be necessary in order to facilitate the care of your loved one or other patients.

Each patient and circumstance is different, and we make every effort to take all situations into consideration. We realize family support is an integral part of patient care; however, rest and limited stimulation is also necessary in the healing process. Therefore, we would like to coordinate with families and loved ones in regulating the amount and frequency of visitation. Our goal is to provide the best care possible, and we ask for your assistance.



PATIENT CONDITION

If a patient is admitted to Critical Care, his/her status is automatically deemed to be Critical. As patients progress, their status could change to "Serious," "Fair" or "Good." Our Patient Information Department can only provide you with one of these four status levels. The physician and/or nurse is the best person to question regarding a patient's condition.

CRITICAL CARE PATIENT VISITATION

Critical Care is a locked unit with specific visiting hours. To acquire entrance during these hours, please use the phone outside the waiting area, and press the designated button.

- Visitation Hours: 8:30 a.m. — 1:30 p.m.
4:00 p.m. — 6:00 p.m.
8:00 p.m. — 8:30 p.m.
(Quiet Time/No Visitors: 1:30 p.m. — 4:00 p.m.)
- No more than two visitors per patient at a time.
- No children under the age of 12.
- No visitor food or drink is allowed to be brought into the Critical Care Units.
- To protect the privacy of all patients, please avoid gathering outside patient rooms or hallways. Please visit in the room, or return to the waiting areas.
- Upon admission, we ask that family members designate a representative or spokesperson. This person will receive updated condition reports from the nursing staff and physicians and can relay the information to other family members and friends.
- To ensure patient confidentiality, we cannot give detailed condition reports over the telephone.
- No flowers are allowed in the Critical Care Units.

We must adhere to all of the above to ensure that we provide for the comfort and well being of our patients. These must also be enforced for fire code as well as infection control regulations.

PATIENT ROOMS

Critical Care is located on the second floor:

- **Intensive Care Unit (ICU)**Rooms 238–241
Rooms 262–265
- **Cardiac Care Unit (CCU)**Rooms 242–245
Rooms 258–261
- **Neuro Trauma**Rooms 246–257

All Critical Care areas are equally equipped and staffed by specially-trained Critical Care personnel.

FOR YOUR CONVENIENCE

- **Vending Machines:** Vending machines are located in the cafeteria. The machines are accessible 24 hours a day.
- **Waiting Areas:** The waiting area for the Critical Care Unit is located on the second floor, just outside the entrance of the unit.
- **Restrooms:** Public restrooms are located on the second floor, next to the critical care waiting room.
- **Automatic Teller Machine (ATM):** An ATM machine is located on the lower level between the elevators and the reception desk.
- **Phones:** Courtesy phones are located in both waiting areas. Due to possible equipment interference, please do not use cellular phones in Critical Care units.
- **Parking:** The public parking deck is located next to the medical office building on Hospital Boulevard.
- **Family Sleep Room:** This is available for 24-hour increments and will be reassessed each day by the critical care director and/or house supervisor. Please ask your nurse or caseworker for more information.
- **Area Accommodations:** Please ask your nurse or caseworker for a list of hotels and restaurants that are convenient to the hospital.